

WELCOME TO BELGIUM

ONE COUNTRY – TWO CULTURES

Belgium's population is comprised of two major groups: the Dutch-speaking Flemings (or Vlamingen) in the Northern provinces and the French-speaking Wallons (or Walloons) in the southern provinces. A small German speaking population lives in the eastern part of the Liege province along the German border. Approximately 55% of the population lives in the Flemish (Dutch) region, 33% in the French region, 11% in the bilingual region of Brussels, and less than 1% in the German region.

In general, the Belgian people are more reserved than Americans, especially when you first meet them. They also have a great respect for personal privacy. As all Europeans, whenever they meet, they shake hands. Belgium has three official languages, so the formal greetings would be "Bonjour" in the French speaking part, "Goedendag" in the Flemish speaking part, and "Gutentag" in the German speaking part of the country. In the SHAPE/Chievres area it is the French "bonjour" you have to remember. "Vous" is the formal form of "you" and is used at the beginning of a relationship except among children. The familiar form "tu" is used within the family and among friends.

In restaurants, the service (tip) will automatically be included in your bill. You are not expected to tip the waiter or waitress unless service was **really exceptional**. A good rule of thumb is to leave no less than 2 Euros and personally hand this to your waiter as you leave the establishment.

A typical Belgian custom is to give small tips at New Year to those who perform a regular service for you like the cleaning ladies, postmen and the garbage men. They will come to your door sometime during the holiday season to present you with their best wishes – which is your clue to tip them.

Belgium is a small country of about 11,800 square miles, approximately the size of the state of Maryland. It is bordered on the north by the Netherlands (Holland), on the east by Germany and Luxembourg, on the south by France, and on the northwest by the North Sea.

The climate in Belgium is moderate, damp, and variable. It rains frequently. The cold is a wet cold; it is not uncommon to need a coat in the summertime. Snowfall is generally light in winter.

The northern part of Belgium is generally flat, while the southern region is hilly. This variety provides a change in scenery without having to travel very far. If you like mountains, you can visit the Ardennes; for seashore enthusiasts, the Belgian coast is just an hour away.

For a small country, Belgium has diverse sightseeing opportunities. There are numerous castles, medieval towns, churches, and art collections of the great masters such as Rubens, Breughel, Da Vinci, and Rembrandt.

Brussels, the capital of Belgium, is an important international city with approximately one million people. It is host to the headquarters for NATO, the European Union, and many international companies.

For administrative purposes, Belgium is divided into ten provinces, each with its own regional characteristics. They are Antwerp, Brabant-Wallon, East Flanders, Limburg, Hainaut, Luxembourg, Liège, Namur, Vlaams-Brabant, and West Flanders.

Although there is a small area in the east part of Belgium where German is spoken, Dutch and French are considered the two official languages of the country.

There are inherent problems in having three official languages. Cities within the country will often have names that are distinctly different. You may find yourself driving back to Mons from an area and not being able to find a sign that says Mons because the Dutch name for it is Bergen. In some areas where eastern Belgium borders Germany, some cities may have three names (one in German, one in Dutch and one in French).

City names in French and Dutch

| <u>FRENCH</u> | <u>DUTCH</u> | <u>FRENCH</u> | <u>DUTCH</u> |
|--|--|---|--|
| Anvers Bruxelles Le Coq Coxyde Courtrai Louvain Liège Aix-la-Chapelle | Antwerpen Brussel De Haan Koksijde Kortrijk Leuven Luik (Luttich in German) Aken Aachen (in German) | Malines Mons Mouscron Namur Nivelles St. Trond Tirlemont Tournai | Mechelen Bergen Moeskroen Namen Nijvel St. Truiden Tienen Doornik |

BANKING

You may want to keep your stateside bank account. There is a U.S. military banking Facility at Chievres Air Base: the Andrews Federal Credit Union. There is an American bank at Schinnen, the Netherlands and Spangdahlem Air Base, Germany, both of which are two hours away from SHAPE.

The Benelux Finance Office at SHAPE provides check cashing and foreign currency conversion. The sponsor must complete and sign DD Form 2671, and grant authority for dependents to cash checks. Checks can be written for \$750. If a check is written for more than this amount proper authorization must be obtained from the Finance Officer. Dishonored checks are dealt with in the following manner: (1) All dishonored checks are routed through the chain of command. (2) The dishonored amount is directly garnished from the service member or civilian employees pay. (3) After the second dishonored check the individuals check writing privileges are suspended for six months and indefinitely after the third dishonored check. If you are having financial difficulties contact the Financial Readiness Manager at ACS for assistance. The telephone number is DSN 423-4824.

Checks can also be cashed at the PX. AAFES will charge a \$25 fee for all checks returned. This fee is separate from any charges associated with returned checks charged by the bank. If restitution for bounced checks is not resolved within 60 days AAFES will request payment be obtained through garnishment of the sponsors pay.

CHAPEL SERVICES

The Chievres/SHAPE religious community, under the guidance of the 80th Area Support Group Staff chaplain, provides comprehensive religious programming for all distinctive faith groups. Active and exciting programs are available on a weekly basis for young people in Junior and Senior High School, and women and men of all ages. Chapel services include Catholic, Protestant and Jewish services.

RELIGIOUS SERVICES IN ENGLISH THROUGHOUT THE SHAPE/CHIEVRES COMMUNITY

1. Church of England
Location: East Chapel on SHAPE
Time: 1015 hours (Sunday Holy Communion)
Special Note: 1st Sunday in every month will be Holy Communion, Episcopal Book.
2nd Sunday in every month will be Family Communion.
UK Sunday School: Every Sunday during the school term for children
Ages 4-11 years at 1015.
Location: Chapel Annex
Telephone: DSN 423-5601 or commercial 065/445601
2. Roman Catholic Church
Location: East Chapel on SHAPE
0900 hours on Sunday
Special Note: U.S. Army Chaplain will conduct the service
Telephone number: DSN 423-5601 or commercial 065/445601
3. General Protestant

Location: East Chapel on SHAPE

1130 hrs on Sunday

Special Note: U.S. Army Chaplain will conduct the service.

Communion is offered the 1st Sunday of each month. All morning services are followed by coffee in the Reception Hall where members of the congregation have the opportunity to meet informally.

Telephone number: DSN 423-5601 or commercial 065/445601

4. Protestant Service

Location: Daumerie Chapel, Daumerie Caserne near Chievres Air Base

Time: 1045 hrs. Sunday School 1045 hrs

Special Note: U.S. Army Chaplain will conduct the service

Telephone Number: DSN 361-5381 or commercial 068/275381

Communion is offered the 1st Sunday of each month.

5. Protestant Brush Arbor Service

Location: SHAPE Chapel West Sanctuary

Time: 1900-2015 hours.

Special Note: Featuring contemporary praise and worship, with Bible based preaching and prayer.

6. Roman Catholic Service

Location: Blessed Sacrament Chapel (Catholic Chaplain)

Time: 1215 hours Monday – Friday

Special Note: Full details of all Chapel Programs may be obtained from the Chapel Center Office on Daumerie Caserne

7. Jewish Shabbat Service

Location: West chapel on SHAPE

Time: 2000 hours every Friday evenings and Festivals

POC: Lay Reader – Moses Clark 068/454366

8. The Church of Jesus Christ of Latter-day Saints (Mormons)

POC: Steve Leftwich

Chaplain Boatright, work phone 068/275381 or home 065/226228

Missionaries: 065/842354

9. International Baptist Church

POC: 065/225076

Special Note: Recorded message in English, please leave a message.

10. Cavalry Baptist Church

Location: 15 Rue de Baudour, 7428 Herchies

Time: 110 hrs and 1800 hrs on Sunday and 1900 hrs on Wednesday

POC: Pastor Craig Bennett. Telephone: 065/227467

Special Note: Sunday school is offered on Sundays at 1000.

11. SHAPE Christian Servicemen's Center
POC: Warren and Lisa Gaffney. Telephone: 065/724058 or
e-mail: w.l.gaffney@skynet.be
12. Jehovah's Witnesses
Location: Kingdom Hall in Cuesmes, Rue du Delta 173
Time: Sunday 1000, Tuesday 1915, and Thursday 1900
POC: Mr. Earl Sweatt. Telephone: 065/781881
e-mail: earl.sweatt@skynet.be
13. Thai Buddhist Temple
Location: Waterloo (Near Brussels)
Special Note: Offers classes in English in Buddhism and mediation
POC telephone number: 02/3852855
14. International Christian Women's Club
POC: Caterina. Telephone: 02/3531923
15. Belgian Unitarian Universalist Fellowship: International Protestant Church
Location: In the grounds of the International School, 19 Rue Kattenberg in Brussels.
POC: Vicki & Scott Roberts-Gassler. Telephone: 02/7328760 or e-mail:
100410.2125@compuserve.com

CHILD CARE PROGRAMS – ON INSTALLATION

The SHAPE Child Development Center provides developmental program for children ages 6 weeks to 5 years. The center is open from 0730 – 1830 hrs, Monday through Friday, and provides full-day care for infants, toddlers, pre-school age children, and kindergarten age children.

The center also offers hourly care from 0830 – 1730 hrs daily. The waiting list for full-time care is maintained by the Central Registration Office. The waiting list form may be faxed in advance to sponsors' arrival to SHAPE. Call DSN 423-4328 for additional information.

Family childcare (FCC) is also offered in the community. FCC caregivers attend an intensive 40-hour training session and their homes are inspected and certified.

E4 and below receive 10 hours per month of free care regardless of branch of service

CLIMATE

The climate in Belgium is usually temperate influenced by the North Sea Gulf Stream. There is no extreme temperature. From December until April the weather is relatively cool. The first really warm days come in the summer. June, July and August are the ideal periods for holiday excursions. Though the climate is considered mild, most Americans feel it rains too much. Medium weight clothing is worn year round. Umbrellas

and lined raincoats will come in handy. When sight-seeing, thick-soled shoes will protect your feet from the penetrating cold of marble floors and cobblestone streets.

COMMUNITY TRANSPORTATION

Transportation throughout Europe, Belgium and Mons is relatively easy. This can be accomplished by train, bus, or taxi, depending on the destination. The closest train station is located in Mons. Belgium has a good railroad network. Frequently scheduled trains crisscross the country and Europe. The Belgian National Railway company, called “SNCB” offers international, inter-city or inter-regional trains. First or second class is available. Extra fees are charged on special express trains.

Taxi fares are high in Belgium. In large cities, taxis wait at taxi stands near large intersections or close to important buildings: train stations, hospitals, etc. Taxis do not generally cruise the streets in Belgium and do not load passengers who wave at them. A telephone call to a local taxi company is the usual way to request one.

The local bus service (TEC) is located in Mons near the train station. The buses in Mons service the outlying towns, suburbs or villages, and operate a cross-country network. The fares are based on the distance you travel, calculated per “zones”, so you must state your destination when buying your ticket.

EXPENSES AT A GLANCE

MONTHLY EXPENSES

RENT- Monthly

ELECTRICITY - Monthly

TELEPHONE – Every other month

HEATING – Either monthly or as needed depending upon the type of heating system you are using.

WATER – Various with the commune

TV CABLE – yearly, bi yearly or quarterly

GARBAGE: Varies with commune

ANNUAL:

Insurance: Mandatory for dwelling – this is not renters insurance

Garbage tax: varies from town to town from 20 Euros to 100 Euros

Furnace Cleaning

Septic Cleaning

Road tax: For second vehicle varies i.e. \$22 for pick-up truck

INITIAL EXPENSES

Lease registration: Euros 20 plus 2 fiscal stamps @ Euros 2,50
Rental Deposit: One up to three month's rent
Water meter rental
SHAPE License/Registration Euros 10/ 70
Belgian ID Card Euro 5/ 25 depending on commune, sponsors do not need
Rear Fog light: mandatory
Transformers
220V appliances (Recommend dual voltage if possible)
Drapes/Sheers
Curtain rods
Area rugs (Wall to wall carpeting is not common in Belgium)
Light fixtures

DIFFICULTY IN READING BELGIAN BILLS:

The International Housing Office, building 210, is pleased to assist you in reading your bills and any other correspondence written in French. The office hours are:

| | |
|-----------------------------|---------------|
| Monday, Wednesday, Thursday | 0900-1700 hrs |
| Tuesday, Friday | 0900-1630 hrs |

Telephone number: DSN 423-5383

TIMELY PAYMENT OF BILLS

Bill payment is part of daily life and here at SHAPE it is no exception. Some of your main bills include: rent, electricity, gas, water, telephone, and mazout (heating oil).

Rent:

Rent is paid in advance and due on the first day of each month. The landlord notifies the Housing Office when the rent is late. The Housing office staff will verbally remind the tenant. The landlord sends a registered letter seeking payment after several reminders and no payments. Next, the tenant's supervisor/chain of command is notified of the debt. If payment is still not made, the landlord can take legal action to eject the renter from the premises. If the landlord takes the tenant to court, then the renter pays the court costs, a court fine and the rent due.

Electricity:

The electric/gas bill is due 15 days from date of receipt. If no payment is received, a late fee of 5 Euros is added to the bill. After frequent reminders, and depending on the amount owed, a disconnection notice is sent. The disconnection notice costs 25 Euros.

The amount owed, the late fee, and disconnection notice must be paid in full before electricity is restored. The cost to reconnect electrical services is 150 Euros. There is not payment plan for this debt.

Read your meters every month. The monthly bill is an estimate of your electrical consumption. The annual bill is your true consumption. If you have paid more than you consumed, then you will receive a refund. If you have paid less, then you will be billed. Payment plans are possible for annual bills but not for monthly ones. The annual reading of the meter is not always at the end of year. Various towns, villages, have different months for their annual readings. The annual ELECTRABEL reading for SHAPE village is during March. The ELECTRABEL representative is available to answer questions and accept payment every afternoon, except Wednesday, from 1330 to 1530 in the Housing Office.

Water:

The water meter's rental costs between 12,50 – 25 Euros, depending on the town. This bill is sent to the new occupant about two weeks after moving in and it should be paid within 15 days of receipt. Water bills are not paid monthly. The Water Company reads meters once a year and like the Electric Company this is not always at the end of the year. In the second year, quarterly bills are sent out based on the previous year's reading. This is an estimate of your consumption. An annual bill is sent out which reflects the true consumption. The Water Company sends out reminders (RAPPEL) when bills are not paid. The cost of each reminder letter is 9 Euros. This is added to your original bill.

After several reminders and no payment, a last warning (Mise en Demeure) is sent. This is an alert that the water supply will be disconnected. If the debt is turned over to a collection agency or bailiff, the cost of this will also be added to the bill. Payment in full must be received before the water is turned on and this is very expensive.

Read your water meter each month. If there is a significant increase in your readings and your habits have not changed, then there is a leak someplace. Check the radiators, faucets, toilets and pipes because water is leaking somewhere. Logs to monitor utility usage can be obtained in building 210, room 207.

Telephone:

The telephone bill is mailed once every two months and must be paid within 14 days of receipt. If payment is not made within two months, a reminder is sent. After this time, incoming calls can be received but outgoing calls cannot be made. When payment is made before the end of the fourth month, the total bill including a large fee of 10 Euros must be paid. At the end of the fourth month the telephone service is disconnected. To restore the telephone service, a reconnection fee of 55 Euros, the original bill, and the late fee must be paid. A new telephone number will be issued.

Mazout:

Some heating oil companies send bills after delivery while others demand immediate payment, or payment within 24 hours. The company sends out reminders when bills are not paid and notifies the Housing Office. The Housing Office staff verbally reminds the tenant. Late fees plus interest are then added to the original bill.

If you have any concerns about billing do not hesitate to call or visit the housing office in building 210, rooms 106 and 107. The office number is DSN 423-5383.

THE ELECTRICAL SYSTEM

Belgium household power is 220 volt (V), 50 Hertz (Hz) single phase for small appliances - 220-380 volts 50 Hz for appliances such as electric stoves. Power available in the USA is 121-120 volt, 60 hertz, single phase; or for major household appliances such as stove and clothes dryer, 230-240 volt, 60 Hz, single phase. Consideration must be given to differences in both voltage and Hertz. Generally small US appliances and power tools will operate satisfactorily with the use of a portable transformer. Transformers are available in the Exchange and Thrift Shop in various sizes, rated in watts. Sizes are 75W, 300W, 500W, 750 W, 1000 W, 1600 W, and 2000 W. The name plate on most appliances will list watts (W) or amperes (A).

To determine watts, multiply the ampere (A) by voltage (120). Watts do not change when using a different voltage supply. You should plan to buy a transformer with as large capacity as your highest wattage appliance (usually a toaster or iron). You may want two or three smaller sizes, not only for convenience, but also to save electricity by matching power supply (transformer size) to power (wattage requirement). Incandescent lamps (table lamps) can be used by adding a plug-adaptor (available at the PX Four Season Store) and changing to a 220V bulb (available in PX and Commissary). Motors will run slower at 5/6 speed on 50 Hz power. This does not usually affect the operation of the appliance, as speed is not critical (kitchen mixer, blender, hair dryer, vacuum cleaner, etc). Record players and tape players will require modification for speed (check with the PX repair shop). Very popular appliances, such as coffee-makers, hand-mixers, toasters, irons, and hair dryers are available for 220V operation at the PX. They are also on the local market, of course. Other electrical items such as audio equipment, hair dryer, calculator's AC adaptor, projection equipment, sewing machine, travel iron, and shaver are available with dual range voltage, switch able from 120V to 220V.

U.S. televisions, either color or black and white, will operate with a transformer to receive Armed Forces Network broadcasts. They can possibly be modified to receive local broadcasts in black and white only. Dual voltage and dual system TVs are available at the PX that will receive both AFN and European Broadcasts.

Recommendations:

Beware of plugging 120V appliance into a 220V receptacle (with an adapter). In Europe this is the quickest way to see a fireworks display and get acquainted with the local Fire Department. At best, you'll have to replace your burned out piece of equipment.

GUIDELINES FOR TRANSFORMER USE:

- 75 WATTS Use with small radios, phonographs, tape recorders, heating pads, sewing machines.
- 300 WATTS Use with large radios, radio-phonograph consoles, projectors without blowers, electric blankets, mixers, and TV.
- 500 WATTS Use with floor polishers, hair dryers, and blenders.
- 750 WATTS Use with large projectors, small irons, small percolators, coffee makers, freezers, and refrigerators (small size).
- 1000 WATTS Use with small heaters, small and large washing machines, and vacuum cleaners.
- 1600 – 2000 WATTS Use with toasters, roasters, boilers, cookers, fryers, frying pans, grills, hot plates, dishwashers, large washers, medium heaters, irons, and motor driven appliances.
- 3000 WATTS Use with heaters and air conditioners.

DRIVING IN BELGIUM

Persons under the age of 18 are not allowed to operate a car or motorcycle in Belgium. Good auto maintenance for all US specification vehicles is much harder to find than it is in the US. Local service stations are unfamiliar with cars not sold locally. A few stations do a thriving repair business on non-standard cars. All repairs are expensive by US standards. The exchange can order parts for typical US vehicles. Delivery usually takes no more than 2-3 weeks if the item is stocked at the AAFES warehouse in Germany. All other parts must be specially ordered from the US with at least a 4-6 weeks delay, with no guarantee that the part will arrive during this time period.

HEALTH

As the SHAPE Health Care Facility is a clinic and not a hospital, it does not offer 24-hour service or in-patient services to include many specialized services you would expect in a hospital. The SHAPE Health Care Clinic does primary care within the DOD standards of access together with Tri-Care Prime which guarantees soldiers and their family members appointments within 2 hours, routine visits within seven days, wellness exams (physicals, PAP, etc.) within 30 days. For specialty care, the clinic is committed

to ensuring that customers receive an appointment within 30 days. If the clinic cannot provide the care, referrals are made to another military facility. A facility on the economy is recommended when a military facility is not available within the access standards or for other considerations...

If you require medical services outside of the facility it is important that you and your family are enrolled in TRICARE.

TRICARE Europe, unlike the CONUS programs, offers only Prime or Standard.

- a. Prime: TRICARE Prime offers full services at this facility on a priority basis as well as full coverage for outside services. Please remember, that to receive outside services your Primary Care Manager here must refer you at this facility. Emergency room visits are exempt from pre-approval.
- b. Standard: TRICARE Standard offers full service at this facility on a space available basis. All care received from outside providers will require the member to pay a deductible based on rank as well as a 20% co-payment.

If you need additional information regarding enrollment, please contact DSN 423-5837.

- a. Make sure your family has a current DEERS enrollment
- b. Go to the TRICARE service center at the clinic to complete enrollment form.

In a local hospital:

- Women need to understand that all their records are done under their maiden names. Often, married women give their married last name, and their records are lost or misfiled.
- The typical inpatient meals are a light breakfast and dinner bread, cheese, water, or the like) and a heavier lunch. Also the typical Belgian meal is not the typical American meal, and even though dieticians try to accommodate the differences, sometimes they receive a lack of appreciation from the patient. Try to be understanding and patient and to provide as much information as you can regarding your own tastes.
- Typically, you or your family are expected to bring from home clothing, toiletries, comforts, bottled water and any medications regularly taken, including pain medications, like Tylenol, aspirin, ibuprofen, and any medications regularly taken and any medications for sleep - do let the nurses know you are taking them. These medications typically are not written on admission orders, or provided at the hospital.
- Leave all valuables at home: petty theft occurs everywhere, even in our own military hospitals.

- Not everyone in the local hospitals speaks anything other than French. Thus, if you have a problem speaking in French, try to get someone to assist you. This is not the role limited to the Patient Liaison Coordinator, and it can be anyone who is fluent or semi fluent in French. It does not take a medical background to help in this role.
- Ambroise Pare hospital is affiliated with the University of Brussels Medical School and Erasmus Hospital in Brussels. It is the regional medical teaching center providing a wide range of care on a high level. There are a large number of personnel in training just like the Mayo Clinic, Walter Reed, Wilford Hall, or any other civilian or military medical center.
- Belgian medical care is particularly strong in Gastroenterology, Neuro surgery, Endocrinology, and Infertility. Before receiving elective care, check with your insurer or government coverage to be certain you know who will pay the bill - things such as cosmetic surgery, infertility treatment, or abortions may not be covered by them.
- Realize that some non-conventional medical care exists and may not be blessed by the American Medical Association or the Royal College of physicians. Acupuncture and chiropractic are more commonplace and vary widely in actual performance as well as such things as safety - do your homework. Some practitioners treat disorders inappropriately (e.g. amphetamines and thyroid extract for dieting, creams to dissolve fat). Again, do your homework. Most practitioners are legitimate; however, some push the edge.
- Belgian medical culture presumes that as adults, patients are responsible for evaluating whether advertising claims are legitimate or not, whether such claims are real or not. Truth in advertising is not as strictly enforced, as in some other NATO nations.
- Labs and x-rays are not always done at the hospital, and patients may be told to go elsewhere to get them done. Not always do patients get feedback, even if the studies are abnormal, until they follow up with their physician.
- Belgian physicians are not especially communicative with their patients regarding their diagnoses. In Belgium especially, law threatens physicians' licenses for giving a patient a terminal diagnosis. The more contact local practitioners have with the international community of patients, the more they understand the culture of openness and communication.
- The idea of draping after getting undressed and the presence of a chaperon is more of a North American concept and slowly becoming more common here. If they are not offered or you feel uncomfortable with something, please directly ask for them both, or ask for the Patient Liaison Coordinators to help clarify the situation.
- If you require ambulance service (SAMU), please do not expect to see Rescue 911 in action. Due to the closeness of hospital emergency rooms in Belgium, ambulances do

a scoop and run technique to get the patient to the definitive place for care (i.e. the hospital) as fast as possible.

These guidelines should help our community understand some of the cultural differences that affect medical care for SHAPIANS. If you have any questions contact the SHAPE Health Care Facility at DSN 423-5848 or 5944.

HOUSING

The responsibility for assisting personnel to locate adequate housing is shared by the 80th Area Support Group Housing Division (Chievres Air Base) and the International Housing Office (SHAPE). The 80th ASG Housing Division has the responsibility for assignment and termination of Government Leased Quarters and management of the Government Rental Housing program (GRHP). The International Housing Office has the responsibility for referral services of quarters located on the local economy and SHAPE Village.

Adequate housing can be found for most personnel usually within six to eight weeks of arrival. Individuals with unusual requirements (i.e., large families or 4 and 5 bedroom requirements) should expect to wait a little longer.

Government Leased Housing is available for enlisted personnel (E1-E9). This housing is located in four separate housing areas. All housing is located within 1 to 11 kilometers from SHAPE and 13 to 32 kilometers from Chievres. The average waiting period for government leased housing is approximately 13-15 months. There is no government leased housing for officers.

Applications for government leased housing are made upon arrival. Application is made at the Housing Services/Temporary Living Allowance Office located at SHAPE. Advance applications are not accepted. You will, however, be placed on the waiting list for quarters effective the date you departed your last duty station. The TLA office should be one of your first stops upon arrival. A thorough in-processing briefing is provided on all aspects of housing.

The SHAPE International Housing Office is the agent for quarters located on the local economy and SHAPE Village. Before seeking a house on the economy, you must first report to the Housing office, Building 24 at Chievres Air Base. The housing office must give you a statement of non availability before you can sign a lease for economy housing and before drawing Temporary Living Allowance. There is a wide range of types of economy housing, however housing can be difficult to obtain.

APARTMENTS: Consist of studios, 1-4 bedrooms, with prices ranging from \$350 to \$700 per month (utilities either not included or partially included. Most are located near the urban centers of Mons (4 miles) and Soignies (6 miles).

TOWNHOUSES/SINGLE DWELLINGS: Consist of row houses in urban centers, individual units in suburban and rural areas and vary from 1-5 bedrooms. There is a

constant shortage of 5-bedroom houses and a seasonal shortage (July – October) of 4-bedroom units. Prices range from \$350 to \$1,000, or higher depending on the present US dollar rate. Units within close proximity to the SHAPE installation are generally the most expensive.

Most units occupied by SHAPE personnel are within the 15-kilometer school bus radius. The area of the school bus service is not really a circle around SHAPE, but a rectangle. To know if your prospective house falls within this area, you must look at the map located outside the SHAPE International Housing Office in Building 210.

The Government Rental Housing Program (GRHP) is available to both enlisted and officer personnel. This is a voluntary program, which leases private rental housing on the economy in the name of the service member. The U.S. government pays the rent and utilities. **Service members moving into a GRHP home will forfeit their Moving In Housing Allowance (MIHA), their Overseas Housing Allowance and Basic Allowance for Quarters allowances.**

SHAPE VILLAGE: Located on the SHAPE Installation, owned and operated by the Belgian Government, these units are considered economy housing. Apartments are 2-4 bedrooms, available to enlisted personnel with dependents, and range in price from \$560 to \$660 excluding utilities. Houses are 2-4 bedrooms, available to officer personnel and range in price from \$610 to \$750 excluding utilities. A waiting list is maintained for both apartments and houses and may fluctuate from several weeks to nine months depending on size requirement and time of the year. **SHAPE Village is rental guaranteed housing meaning that Overseas Housing Allowance (OHA) is based on actual renting cost rather than rental ceiling authorized by grade.**

CONSOLIDATED FURNISHING MANAGEMENT OFFICE (CFMO)

Service members are eligible to receive major appliances (washer, dryer, and refrigerator) and limited furnishings (wardrobes and kitchen hutches). Loaner sets of furniture are available for up to 90 days to support those personnel awaiting arrival of their household goods.

Waste Disposal and Recycling

As with most of Europe, Belgium is learning to cope with waste and waste disposal. Each commune establishes its own method of dealing with waste disposal. Some communes require special garbage bags that must be purchased from the commune. Each individual is then paying for the amount of waste generated. Other communes have waste collection points (container parks) for recycling bottles, cans, papers, and cardboard as well as to collect hazardous waste such as used batteries, paints, cleaning solvents, etc. Others have yearly taxes to pay for waste disposal. Some communes are still in the process of implementing new waste disposal guidelines. It is best to check with the SHAPE International Housing Office when you sign a lease to get the most current

rules for the commune in which you will be living. There is also a recycling center on SHAPE.

Garbage Collection by Community

| City | Domestic Trash (Collection once a week) | Plastic Metal and Cardboard (Collection twice a month) | Vegetable, fruit and garden waste (Collection once a week) |
|-----------------|--|--|--|
| Ath | Yellow bag @ 0,80Eu (large) or 0,40Eu (small) | No separate collection | No separate collection |
| Beloeil | Green bags @ 0,40Eu | No separate collection | No separate collection |
| Bernissart | White bags @ 0,50Eu | No separate collection | No separate collection |
| Binche | Yellow bag @ 0,90Eu (large) or 0,50Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Braine-le-Comte | No specific bags | No separate collection | No separate collection |
| Brugellette | No specific bags | No separate collection | No separate collection |
| Chievres | Gray bags @ 0,40Eu | No separate collection | No separate collection |
| Colfontaine | Green bags @ 0,90Eu (large) or 0,50Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Ecaussines | No specific bags | Blue bags @ 0,15Euro | No separate collection |
| Enghien | Green bags @ 0,60Eu | No separate collection | No separate collection |
| Estinnes | White bags @ 0,90Eu | Blue bags @ 0,15Euro | No separate collection |
| Frameries | Green bags @ 0,90Eu | No separate collection | No separate collection |
| Jurbise | Green bags @ 0,90Eu (large) or 0,50Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Kampenhout | White bags @ 1,00Eu | No separate collection | In gray container |
| Kraainem | White bags @ 1,00Eu | No separate collection | In gray container |
| La Louviere | Yellow bags @ 0,90Eu (large) or 0,55Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Le Roeulx | Yellow bags @ 0,90Eu (large) or 0,55Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Lens | No specific bags | As of April 1998 Blue bags will be made available (free of charge) during one year | No separate collection |
| Lessines | Bags need to have the white city label with red, yellow and black writing @ 0,40Eu | No separate collection | No separate collection |
| Mons | Green bags @ 0,90Eu | Blue bags @ 0,15Euro | No separate collection |
| Saint-Ghislain | Green bags @ 0,90Eu (large) or 0,50Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Silly | Per 1 April 1998 the city will charge for trash bags @ approx. 0,80Eu | No decision yet | No separate collection |
| Soignies | Yellow bags @ 0,90Eu (large) or 0,50Eu (small) | Blue bags @ 0,15Euro | No separate collection |
| Steenokkerzeel | White bags @ 1,00Eu | No separate collection | |

| | | | |
|------------------------|----------------------------|-------------------------------|--|
| Sterrebeek | White bags @ 1,00Eu | No separate collection | |
| Wezembeek-Oppem | White bags @ 1,00Eu | No separate collection | |
| Zaventem | White bags @ 1,00Eu | No separate collection | |

SINGLE SOLDIERS QUARTERS

The 80th ASG prides itself on treating single and married soldiers on an equal basis. Recent installation of kitchenettes in the barracks provides single soldiers the opportunity to prepare their own meals, on their own schedules. Other single soldier initiatives include private and/or semi private bathroom facilities. Plans to improve living areas and after duty hour's recreation are being worked on by the *Better Opportunities for Single Soldiers (BOSS)* committee comprised of soldiers representing military units.

PETS

The boarding kennel is located on Chievres Air Base. There are 22 dog runs and 17 cat kennels. Pets are accepted on a reservation basis (reservations are accepted 3 months in advance). Reservations are made in person and require a deposit equal to one night's board. Incoming personnel may make reservations by telephone and mail the deposit or have their sponsor make the reservation for them.

Pets boarding at the Chievres Kennel must have an up-to-date shot record. Dog requirements include Rabies, Feline Leukemia and a Feline distemper combination.

Veterinary Services. The 79th Medical Department Animal Facility offers the following services: vaccinations, diagnostic testing, routine surgeries, and pet dentistry.

SCHOOL

Department of Defense Dependent Schools (DoDDS) are available throughout the 80th ASG. The American Elementary and High School at SHAPE are part of the SHAPE International School. The American Elementary School education encompasses all of the traditional basics including Reading, Math, Language Arts, Science, and Social Studies. A computer lab, containing 25 Pentium computers opened in February of 1996 to complement the 30 station Mac Computer Lab for the acquisition of the necessary technological skills for the students. The computer Lab is open for student's use during the lunch period and staffed by trained volunteers.

School sponsored activities after dismissal includes Chorus, Art, Drama and Student Council. Students also participate in study trips, some of them in association with classes from other International Sections at SHAPE. Odyssey of the Mind, Science Fair, Math night, and several multicultural events are some of the other activities offered to our students.

Documents needed for registration are sponsor's I.D. card, child's passport, up-to-date shot records, and travel orders with family member names listed and all school records.

Other schools are available. Enrollment is based on availability. You are not limited to send your children to just the US school.

There is also an International kindergarten on SHAPE. Children must be 2 and ½ years old and potty trained. Once the child reaches age five by 31 October of the current school year, they will be able to enroll in the American kindergarten. At this time they will be able to attend the American Kindergarten in the morning and the Belgium Kindergarten in the afternoon. Please note that if parent choose this option the child will need to be enrolled in both the American Kindergarten and Belgium Kindergarten programs.

ACS can also help you find schools on the economy.

INSURANCE FOR CHILDREN IN SCHOOL

Belgian law requires that each student carries Third Party Liability Insurance. This insurance defrays medical costs and/or repairs to property; for example, if a child injures another child or breaks a window. Parents are responsible for their children's liability when there is an accident. More information is available through the school's registrar and in the newcomer's registration packets that parents and new students receive from the schools. School telephone numbers are:

Elementary: DSN 423-5718 or commercial 065/445718

High School: DSN 423-5756 or commercial 065/445756

SCHOOL BUS

WARNING: NO SCHOOL BUS LAW IN BELGIUM

This is perhaps the most important page in this information book. The American community in Belgium needs to stress repeatedly to its children the following safety instruction.

School bus laws in the United States, designed to protect children, actually make them vulnerable to injury in Belgium. Students who have ridden school buses in the States must be re-educated. School buses in Belgium are not equipped with flashing lights. Until recently, traffic behind a school bus or approaching a bus from the front was not required to stop. A recent change now requires vehicles behind the bus to stop. Unfortunately, this new law is usually not followed, and no child should expect traffic to stop for him or her to cross the street. Running across the street without looking for oncoming traffic or stepping out in front of or behind a parked school bus could prove tragic or even fatal. These are habits common to American school children. It takes time to break habits, so please make sure your children are frequently reminded and totally aware of the potential danger if they forget, even once, the safety rules.

School bus safety

1. Whenever possible, wait for the school bus on the side of the street where you will enter the bus.
2. NEVER cross the street to catch your bus without STOPPING and looking both ways. Cars required to stop may not stop to let you cross even if the bus is stopped and waiting for you to cross. Many cars will speed up to pass a parked bus. A car passing your bus may be going too fast and see you too late to avoid hitting you.
3. When leaving the bus, stay on the sidewalk or roadside where you get off. DO NOT attempt to cross the street while the bus is still there. WAIT for the bus to leave.
4. After the bus has left your stop, look both ways before crossing. Many roads are narrow, so wait until the bus is out of sight so you can see clearly in both directions.

SHOPPING

You can buy anything you want in Belgium. You will find ample choices of imported specialty goods, such as world famous Belgian specialties including lace, linen, crystal, jewelry, diamonds, chocolates, leather goods etc. Lace is a well-known famous product in Belgium. Techniques, designs, and patterns are handed down through generations and vary from town-to-town. Bruges, Brussels, Binche, Malines have the most famous designs. Real handmade lace can be very expensive. Cheaper lace is machine-made, but makes a nice souvenir to take home. La “dentelle” is the French word for lace.

Since the middle ages, Belgium has produced fine linen: table linen, household linen, draperies, rugs, etc. The flax that the linen is made from can be found in the farming area of Flanders fields.

Belgian craftsmen also create remarkable glassware and crystal. The most famous is the “Val St. Lambert”: massive ashtrays, bowls, glasses as well as unique cut-glass vases in colored crystal made by a secret process. Belgian crystal is purer than those from Central Europe are; it is also more expensive.

Antwerp is the world’s leading diamond cutting center for jewelry and industry. If you are looking to choose a diamond, or just want to see how they are cut, or to determine the quality of a diamond, Antwerp is the place to go. Diamond factories abound there.

If you like chocolates, then Belgium is the place for you. Chocolates come in many forms. The ones with filled centers are known here as “pralines”.

Flowers are cheap and available everywhere. Belgians present flowers on all occasions. Just remember that red roses are reserved for lovers for their beloved and that big chrysanthemums are for cemeteries and funerals.

Antique dealers in Belgium make the country a rich hunting ground for lovers of old furniture and other antiques. There is a weekly market worth seeing at the “Place du Sablon” in Brussels (Town square).

“Brocante” means anything in the range from junk to second hand and minor antiques. At the numerous flea markets bargaining is quite acceptable. There is a flea market every Sunday morning in Mons two blocks from the train station.

“Braderie” indicates a sidewalk sale in which shopkeepers put out their overstock and bargains.

“Soldes” are clearance sales. They are held only in January and July in every shop or department store.

Shopping malls or shopping arcades offer good shopping areas under shelter from the bad weather. Americans are accustomed to 24 hour stores. Belgian supermarkets are open daily from 0900-2000 and till 2100 on Fridays. There are small neighborhood grocery stores, but they might be closed during lunch hour. These small local shops provide a great service. They will take time to help you even for small quantities.

In small villages, a van comes weekly with fresh fish from the seaside. Vans for laundry and dry cleaning or for ice cream delivery also visit neighborhoods and announce their visit with a bell or chime music.

Shopping can be a great experience in Belgium. However, it is important to read contracts very carefully before entering into any financial agreement. If the contracts are in French, ask the sales person to give you a blank one so you can have it translated. Never sign anything blind.

Belgium is also very famous for its carnivals, historical processions and pageants. From February on, each weekend offers an opportunity for outing. These colorful events are a way to uphold traditions rooted in the Middle Ages. You and your family will have a chance to enjoy these events as you take international holidays set by SHAPE.

Belgium holds many Open Air Markets. Almost every village has a farmer’s market once a week. There are all sorts of markets: vegetables and food, flowers, clothes, etc. Be careful – a lot of pickpockets are around.

U.S. shopping facilities at Chievres include a new 58,000 square foot Army and Air Force Exchange Service (AAFES) store that houses a food court, book store, a barber and beauty shop, Military Clothing Sales store, alteration shop and auto parts store. A shopette, dry cleaning pick-up point and new car sales are also within distance from the exchange. A commissary is also located at Chievres.

STORES IN THE SHAPE SHOPPING COMPLEX

In the SHAPE shopping complex prices are in Euros and you must have your SHAPE ID card. Store hours are Monday-Friday 1000-1830 hrs, Saturday 0915-1730 hrs, closed on Sunday.

G.B

The GB is a grocery and department store. The grocery's store sells fresh meat and products and assorted canned and dry goods. It carries items from many NATO countries. There is also a bakery, deli, and cheese shop. Cosmetics, jewelry, televisions, stereos, CDs and tapes, clothing, and some household items are available. GB stores can be found throughout Belgium, but shoppers do not have to pay the value-added tax at the GB store at SHAPE.

The Home Center

Small 220V appliances (irons, hair dryers, vacuum cleaners, coffeepots, space heaters, etc), plumbing supplies, drapery appliances, light fixtures and bulbs, rugs, home repair and gardening equipment.

The Rationed Items Store – Class VI Store

Good selection of familiar brand alcoholic beverages, European wines and beers, and tobacco products are available at reasonable prices. The SHAPE ration card must be used here.

The Sports Shop.

A wide range of sports equipment, clothing and shoes are available.

The bookstore

A large selection of newspapers, phone cards, magazines, and books in many languages.

A Barber shop and a Beauty Shop

The FINA Gas and Repair Station

Sells gasoline and petrol, phone cards, and provides general repair and maintenance.

A Video rental: with tapes in NTSC (US) and PAL format

The Rendez-vous café: Self service cafeteria

A Flower shop: Cut flowers, centerpieces, wedding and funeral arrangements, and plants are available. No FTD service but there is free delivery in the SHAPE area with minimum purchase.

Also in the shopping complex area:

Belgian Post Office: Monday 1445-1830 hrs; Tuesday - Friday 0900-1130 hrs; and 1200-1500 hrs. Offers bill paying services with a small fee, or at no charge if a postal account is opened. There is no fee to open or maintain the account.

British Post Office

Fortis Bank: for transactions only. To open a bank account you have to go to the Fortis bank located in the main building (building 101).

SHOPPING OUTSIDE THE SHAPE COMPLEX

Avenue Louise/Toison d'Or – Brussels

Haute Couture, exclusive shops, fabulous window displays, and very high prices characterize this area. It is fun to meander through the interior maze of passageways connecting the Avenue and Place Louise, Rue de Namur, Chaussée d'Ixelles, and Boulevard de la Toison d'Or. The shop-lined arcade also features many charming snack areas, set up to simulate sidewalk cafes but immune to the weather. Place Louise is just a few stops from the embassy area.

City 2 / Rue Neuve – Brussels

“City 2” is Brussels’ newest and most modern indoor shopping mall. There are small specialty shops and boutiques, as well as movie theaters, snack bars, a supermarket, and the department store “Innovation”. Prices are moderate and competitive.

Adjacent to city 2 is a broad walking street, the Rue Neuve. This street houses many of Brussels’ department stores and has small shops and boutiques. The prices are moderate.

Cora

This large grocery store/department is located in Hornu One is located in La Louviere. Complex also contains smaller shops and restaurants. Both locations have plenty of free parking.

Hornu: From SHAPE Take E-19 to Hornu exit. Follow into town turning left Cora is a few blocks on the right.

La Louviere: From SHAPE take E-19 towards Brussels

GB

American-style supermarket, self-service, large range of food products, competitive prices, budget brands “white products”.

GB maxi

One-stop shopping to include a supermarket

GB Brico Center

“Do it yourself” supplies for painting, wallpapering, gardening, plumbing, electrical work, woodworking, insulating and general home improvement. Also has rental department with 220V tools available.

From SHAPE get on E19 toward Paris and take exit 24 (Mons-Ghlin). Brico will be on the left after you exit.

GB Quick

This is the Belgian hamburger chain. Fast food menu

Innovation – Brussels

The Innovation is the most exclusive store of the GB group. Designer clothing, ‘top of the line’ sportswear, fashion accessories, and fine household items are offered. The INNO department stores are service-oriented and cater to the taste and pocketbook of the upper-middle class. It is sometimes possible to find the same merchandise in the GB stores at a lower price with a less classy display.

Veritas

A sewing notions store. One is located in Mons

You also find stores called ALDI, Delhaize le Lion, Sarma, and small supermarkets with very reasonable prices.

SCHEDULE OF THE MONS MARKETS

0800-1200 HOURS

Grand-Place

Flowers, plants, on Friday morning

Marché-aux-Herbes

Vegetables, fruits on Friday morning

Croix-Place

Manufactured products, food, poultry, and fish on Friday morning

Place du Béguinage

Flea market on Sunday morning

Place Léopold

Flower and bird market on Sunday morning

Marché-aux-Herbes

Antique market on Sunday morning

SCHEDULE OF OTHER LOCAL MARKETS

0800-1200 HOURS

Mondays: Dour, La Louvière, Leuze, Quaregnon

Tuesdays: Cuesmes, Quiévrain, Soignies, Tubize, Wasmes

Wednesdays: Beloeil, Courcelles, Enghien, La Bouverie, Renaix, Saint-Ghislain, Flénu

Thursdays: Ath, Beaumont, Braine-le-Comte, Jemappes, La Louvière, Ghlin

Fridays: Peruwelz, Thuin, Wasmes

Saturdays: Binche, Frameries, Lessines, Nivelles, Tournai, Tubize, Ghlin

Sundays: Chievres, Charleroi – largest market in general area. Take autoroute E-10 toward Brussels to E-41 toward Charleroi. Exit at Charleroi and follow the signs to the “centre”. The market is in and around the Grand-Place and offers a great variety of goods from antiques to plants.

HOURS OF OPERATION FOR THE GATE TO PX AND COMMISSARY

The gate guards and their hours of operation were contracted in conjunction with the business operating hours of the commercial facilities at Chievres Air Base. To adjust or modify the current contract would incur significant additional costs. However, future contracts could take into consideration the operating hours of the other facilities on Chievres Air Base and also other suggestions. Formal suggestions should be submitted to Commander, 80th ASG, ATTN: Operations, Building 4, Caserne Daumerie, Stop 40. Gate hours are:

| | |
|------------------------------|-----------|
| Monday | Closed |
| Tuesday, Wednesday, Thursday | 1000-2100 |
| Friday | 1000-2200 |
| Saturday, Sunday | 0830-2200 |

TELEPHONES

Upon arrival at SHAPE you can apply for a home telephone. Phones can be rented from the Belgacom telephone company here in Belgium. The Belgacom Company must approve all phones. Phones purchased in the USA are not Belgacom approved. Instead of renting the phone you can also buy a phone from the Belgacom Company however, check with the telephone company to find out if it is beneficial for you to do so.

Cell phones are cheaper. You can also get a “calling card”, from the FINA station on SHAPE and the bookstore, to make stateside calls.

VEHICLE REGISTRATION

When you arrive at SHAPE with your vehicle you must register it through the SHAPE registration office with the Belgian Ministry of Transport - Direction de l'immatriculation des Vehicules (DIV).

The Registration Office will help you comply with the legal requirements to register your vehicle(s) in the shortest time possible. Upon completion of your application, the Registration Office will obtain your certificate of registration and a set of two license plates from DIV. The official plate is embossed with the State seal. Two blue decals will be affixed to this plate showing the month and year of validity. The complete date of validity appears on the registration certificate. Registration is valid until your SHAPE identity card or certificate of insurance (green card) expires, whichever comes first.

At least ten working days prior to the expiration date, report to the Registration Office to renew your certificate of registration. You will need your SHAPE identity card, the old certificate of registration and a new green card showing the vehicle chassis number and your Belgian address. You will be allowed to retain the old registration until a new registration document is issued by DIV. Upon receipt of the new registration, the old certificate must be turned in to the Registration Office. Proof that the vehicle has passed

Control Technique is required when the vehicle is 4 or more years old or when the registration owner changes. When renewing registration of your vehicle, you are not required to remove the rear plate from your vehicle unless you choose to do so. Upon completion of all required paperwork, the registration clerk will ask you to bring the vehicle around to the back or side of the registration office where the clerk will affix the blue stickers to the rear plate.

YOUTH SERVICES

Being a teen in our community is an exciting experience. Youth Services offers a variety of programs, including the Discover Europe Club, Teen Adventure Club, Pre-Teen movie evenings and a youth sports program offering soccer, T-ball, flag football and basketball. Being a teen in our community is an exciting experience. Youth Services offers teens (ages 13 - 19 or 7th -12 grades) their own teen center that has been recently renovated.

Any teen that is a Youth Services member can visit the Teen Center and participate in the many activities there. A large screen TV will play favorite movies or teens can listen to music from the center's large CD library. Ping-Pong, billiards, volleyball and foosball are standard activities in the center and the snack bar is a frequent choice of teens during school lunch breaks.

Youth Services offers newcomers a *Youth Sponsorship Program* and *Newcomer's Orientation Programs*. Your child will be matched with a sponsor who is the same age and has similar interests. Your child's sponsor will write to your child prior to your arrival. Once on SHAPE, you should contact the Youth Services so that your child can meet his/her sponsor personally.

A youth sponsorship program is also offered through the SHAPE American Elementary School.

Telephone number: DSN 423-5613 or commercial 065/445613

SPORTS AND RECREATION

The 80th ASG benefits from the international facilities located at SHAPE. ***The Arts and Craft Center*** offers a photo lab, wood shop, framing shop, and ceramics shop. Classes are offered in basketry, folk art, lace making and much more. ***The Auto Hobby Shop*** provides a 12-bay garage for 150 Belgian Francs. This allows you to work on your vehicle with a certified mechanic available to assist you when needed. The Auto Hobby shop also provides other services such as welding, wheel balance and other high demanding jobs. ***The Bowling Center*** provides league competition and open bowling for all ages. The Bowling Center has a pro shop, where you will be able to purchase needed bowling items from shirts to rosin bags. The snack bar offers a wide range of food to satisfy those hungry bowlers. ***The theater*** shows circuit films, while the ***Entertainment Center*** provides the ambiance for many theatrical productions. Staying fit is a priority in the 80th ASG. International sports facilities include an ***indoor swimming pool, a fully***

equipped weight room, basketball, racquetball and squash courts, softball fields, a rugby field and a cricket pitch. Whatever your sport, you can probably find facilities for it within the 80th ASG. There is also a fitness center at Caserne Daumerie, building 2. **The Library** at SHAPE offers a wide range of books in many languages. The library offers free use of its INTERNET link as well as word processing use. For those interested in music, there is a complete section of compact disks that can be checked out. The library carries the most recent US major department store catalogs for your use when you need to order any merchandise that can not be bought on the local economy. There is also a library located at Chievres Air Base – building 2. **Outdoor Recreation** offers many outdoor supplies for rent at various prices depending on the items and number of days you need the items. Available to you will be items from tables to grills and rock climbing equipment to skis. **Trips and Tours** offers day, half-week and full week tours throughout Europe. You will have an opportunity to visit places such as Paris, Amsterdam, Berlin, London, Luxembourg, Spain, Italy and even as far away as Turkey and Scotland.

There is a **golf course** located in Nimy on the economy close to the SHAPE installation.

CLUBS

The Officer's Club is open to all nations. You will find a large ballroom that can be used to host any special function. There is a restaurant in the facility that serves a set menu on a daily basis for lunch and dinner.

The International Community Club (IC) is open to all nations. Mainly the enlisted force uses it. The club offers a small game room of pinball machines and gambling machines. The club has one extra large ballroom with bar, that regularly hosts various dances on Thursday and Saturday nights. This room can also be used for special functions. Inside the IC club you will find an NCOIC bar.

The Prime Time lounge located at building 7, Daumerie Caserne, serves food and beverages daily as well as for special events. It can also be reserved for private parties and offers catering services.

COLLEGES AND UNIVERSITIES

The SHAPE Education Center is located on base and has many cultural opportunities. A tour of duty with the North Atlantic Treaty Organization (NATO), with Supreme Headquarters Allied Powers Europe (SHAPE), or with US support forces affords the adult learner with unique opportunities to learn, study, travel, and live in a foreign culture all at the same time. It is an opportunity not to be taken lightly. SHAPE Education Center programs are designed to meet the professional and personal needs of military personnel, Department of Defense civilians and adult family members. The center is a joint service facility-serving member of the Army, Navy, Air Force, and Marine Corps. Five educational institutions offer Certificate, Associate, Baccalaureate, Masters Degree

Programs, and Doctoral Programs. Classes are also offered at the Annex, Caserne Daumerie, which is about 12 miles from SHAPE next to, Chievres Air Base. Educational opportunities are also available at the education center, NATO Support Activity in Brussels. For information about programs and services at Brussels call the SHAPE Education Center.

EXCEPTIONAL FAMILY MEMBER DEPARTMENT

Families anticipating a USAREUR assignment who have family members with special needs should send a complete summary of the person's educational and medical information, a list of specific services needed, and the family member child's individual education program (if available) through their personnel chain to: 1ST PERSCOM AEUPE-PSSD-PMO APO AE 09081. Students with a currently IEP should hand carry their files or a copy of them.

ARMY COMMUNITY SERVICE

The 80th ASG Army Community Service (ACS) has a network of programs designed to relieve many of the special concerns of the mobile life style of today's military family. These programs include the Exceptional Family Member Program (EFMP), assisting family members who have special medical or educational needs; Financial Counseling and Assistance and Consumer Affairs, focusing on improving individual and family financial status through education and family counseling; Family Advocacy, focusing on a myriad of initiatives promoting healthy family communications; Army Emergency Relief, assisting families when they face emergency financial situations; the Relocation Assistance Program; providing a number of transition and cultural adaptation initiatives, information guides as well as translation services.

The Army Family Team Building program prepares military families to function at their highest level in any situation with minimal outside support.

Relocation services offered at the 80th ASG ACS

When you arrive at a new duty station, it takes a lot of time to learn your way around and to find what services are available in your community. In order to help you, a Newcomer's Orientation Briefing is sponsored on the second and fourth Wednesday of the month.

A walking tour of the city of Mons is offered once a month from April to September. Mons the capital of the province of Hainaut, contains treasures within its walls acquired more than a thousand years ago and well worth a detailed visit. Its numerous monuments, churches and private houses today still bears witness to the splendor of its past.

A Belgian Bills Class is offered once every two months. It is important for you to know what kind of bills you will be receiving, what they look like, how to read them, how to understand them, how to budget for them, and how to pay them. Hints for saving energy in the home are also provided.

English as a second language classes are offered every Tuesday and Thursday from 1330 to 1500 hours at the SHAPE chapel. Classes are open to the entire Chievres/SHAPE community. Classes and materials are free.

ACS sponsors sponsorship training on a regular basis. If you are appointed as a sponsor, ACS can help you by providing a sponsorship booklet containing guidelines and information to perform your duties as a sponsor. You can also pick up a welcome packet to mail to the family you are sponsoring.

The Lending Closet has essential household items you may need before your belongings arrive. The Lending Closet is located in Building 318, SHAPE, room 117.

Lending Closet Operating Hours
0800 – 1700
Monday through Friday

The tourist season is from April to September. ACS has booklets available called “Attraction and Tourism 1998”. Come pick up a copy. This will help you make plans on what to see – where to go during the weekends or holidays.

Other Programs:

Employment assistance
Consumer Affairs and Financial Assistance Program
Army Emergency Relief
Family Advocacy Program
Installation Volunteer Program
American Forces Team Building (AFTB)

HELPFUL HINTS

CONVERSION CHARTS

| FABRICS OR TISSUS (ENGLISH TO FRENCH) | |
|---------------------------------------|-------------------|
| Pure New Wool | Pure Laine Vierge |
| Wool | Laine |
| Cotton | Coton |
| Silk | Soie |
| Synthetic | Synthétique |
| Corduroy | |
| Leather | Cuir |
| Velvet | Velours |

| LENGTH OR LONGUEUR (ENGLISH TO FRENCH) | |
|--|------------------|
| 0.04 inches | 1 millimeter |
| 1 inch | 2,54 centimeters |
| 1 foot | 0.3 meters |
| 1 yard | 0.9 meters |
| 3.3 feet or 39 inches | 1 meter |
| 0.6 miles | 1 kilometer |
| 1 mile | 1.6 kilometers |
| 3 miles | 5 kilometers |
| 6 miles | 10 kilometer |

MEASUREMENTS

| | |
|------------|----------------|
| 3,5 OZ. | 100 GRAMS |
| 8 OZ. | 225 GRAMS |
| 16 OZ. | 454 GRAMS |
| 36 OZ. | 1000 GRAMS |
| 1 CUP | 237 MILILITERS |
| 4 1/3 CUPS | 1 LITER |

| | |
|-------------|-----------------|
| 1 PINT | 473 MILLILITERS |
| 1 QUART | 946 MILLILITERS |
| 1.056 QUART | 1 LITER |
| 1 GALLON | 3.8 LITERS |
| 2.2LBS | 1 KILOGRAM (KG) |
| 100 LBS | 45 KG |
| 110 LBS | 50 KG |
| 125 LBS | 56KG |
| 150 LBS | 68KG |
| 180 LBS | 82KG |
| 200 LBS | 91KG |
| 220 LBS | 100 KG |

| MEN'S SIZES | | | | | | | |
|-------------|----|--------|------|--------|-------|-------|----|
| PANTS | | SHIRTS | | HATS | | SHOES | |
| EUROPE | | US | | EUROPE | | US | |
| 46 | 36 | 36 | 14 | 57 | 7 | 40 | 7 |
| 48 | 38 | 37 | 14 ½ | 58 | 7 1/8 | 41 | 8 |
| 50 | 40 | 38 | 15 | 59 | 7 ¼ | 42 | 9 |
| 52 | 42 | 39 | 15 ½ | 60 | 7 3/8 | 43 | 10 |
| 54 | 44 | 40 | 16 | 61 | 7 1/2 | 44 | 11 |

| WOMEN'S SIZES | | | | | |
|-----------------|-------|--------|----|--------|----|
| BLOUSES/DRESSES | | BRAS | | SHOES | |
| EUROPE | US | EUROPE | US | EUROPE | US |
| 36 | 30/8 | 65 | 30 | 35 | 4 |
| 38 | 32/10 | 70 | 32 | 36 | 5 |
| 40 | 34/12 | 75 | 34 | 37 | 6 |
| 42 | 36/14 | 80 | 36 | 38 | 7 |
| 44 | 38/16 | 85 | 38 | 39 | 8 |
| 46 | 40/18 | 90 | 40 | 40 | 9 |
| 48 | 42/20 | 95 | 42 | 41 | 10 |

| CHILDREN'S SIZES | | | |
|------------------|----|--------|---------|
| CLOTHING | | SHOES | |
| EUROPE | US | EUROPE | US |
| 92 | 2 | 20 | 2* |
| 95 | 3 | 21 | 3 |
| 104 | 4 | 22 | 4 |
| 110 | 5 | 23 | 5 |
| 116 | 6 | 24 | 6 |
| 122 | 7 | 25 | 7 |
| 128 | 8 | 26 | 8 |
| 134 | | 27 | 9 |
| 140 | 10 | 28 | 10 |
| 146 | | 29 | 11 |
| 152 | 12 | 30 | 12 |
| 158 | | 31 | 13 |
| `64 | 14 | 32 | 1 |
| `70 | | 33 | 2 |
| `76 | 16 | | *Infant |

| OVEN TEMPERATURES GAS OVENS | | |
|--------------------------------|---------|------------|
| THERMOSTAT | CELSIUS | FAHRENHEIT |
| 1 | 140-160 | 285-320 |
| 2 | 160-180 | 320-360 |
| 3 | 180-200 | 360-395 |
| 4 | 200-220 | 395-430 |
| 5 | 220-240 | 430-465 |
| 6 | 240-260 | 465-500 |
| 7 | 260-280 | 500-535 |

| ELECTRIC OVENS | | |
|----------------|---------|------------|
| THERMOSTAT | CELSIUS | FAHRENHEIT |
| 1 | 30 | 86 |
| 2 | 60 | 140 |
| 3 | 90 | 194 |
| 4 | 120 | 248 |
| 5 | 150 | 302 |
| 6 | 180 | 356 |
| 7 | 200 | 392 |
| 8 | 220 | 425 |
| 9 | 240 | 475 |
| 10 | 260 | 500 |

TEMPERATURE

$F = 9/5C + 32$ converts Celsius to Fahrenheit

$C = 5/9 (F - 32)$ converts Fahrenheit to Celsius

| THERMOMETER CONVERSION | |
|------------------------|-------|
| -12 C | 10 F |
| -7 C | 19 F |
| -4 C | 25 F |
| 0 C | 32 F |
| 6 C | 43 F |
| 10 C | 50 F |
| 13 C | 55 F |
| 16 C | 61 F |
| 20 C | 68 F |
| 25 C | 77 F |
| 30 C | 86 F |
| 32 C | 90 F |
| 35 C | 95 F |
| 38 C | 100 F |
| 39 C | 102 F |
| 40 C | 104 F |

Belgian traditional cuisine

The food is varied, delicious, but rich. It takes great will power to resist its temptations. Some of the best known main dishes are:

Waterzooi - a chicken or fish stew prepared with vegetables, egg yolks and cream.

Carbonnades Flamandes - lean chunks of braised beef simmered in onions usually cooked in dark beer.

Blanquette de veau - veal stew.

Chicons au gratin - Belgian endives individually wrapped in thin slices of ham and baked in a creamy cheese sauce.

Fondue au fromage - cheese and fried parsley

Hochepot - a lamb and pork dish.

Moules - fresh mussels steamed with onions and celery cooked in a variety of ways, and served with French fries.

In season, game dishes are also served in restaurants:

Look for chevreuil (venison), faisan (pheasant), lièvre (hare), marcassin (wild boar).

Lighter dishes are also available: Croque monsieur (grilled ham and cheese sandwich), tartines au fromage blanc et fines herbes (bread with soft white cheese sprinkled with Spring onions and chopped radishes), filet American prepare also called steak tartare (raw minced steak mixed with chopped onions and other seasonings) *it is not an American steak*.

Steak , frites, salade is considered the national dish. Frites (French fries) is a national obsession. You will find a lot of frites stands (Friteries) all over the country. The friteries also serve hamburgers, brochettes, etc.

Belgian waffles (gaufres) are delicious, you get can them with sugar, whipped cream or strawberries. They are usually sold at street stands or in teashops. Speculoos are spicy ginger cookies.

Belgian chocolates and candies are renown around the world. Let's not forget marzipan, a delicious confection made of sugar, ground almonds and egg whites.

The range of deserts is enormous, the traditional "Dame Blanche" (vanilla ice cream with hot chocolate sauce) is one of the favorites.

Dining out is important in Belgium. There are many good restaurants offering Belgian and French cuisine as well as Italian, Spanish, Japanese, Thai, Portuguese, Vietnamese, African, Mexican, Indian, Vegetarian, Scandinavian, Moroccan, Brazilian, Greek and other specialties.

A complete menu with prices is usually posted outside the restaurants. The best value for your money is the specialty of the day (plat du jour) or one of the recommended menus. It is usually cheaper than ordering from the card "carte".

You can also find fast food restaurants: GB Quick, Macdonald's (1 on the Mons Grand Place and the other one in Hornu, Chi-chis in Brussels.

Travel opportunities

ARMED FORCES RECREATION CENTERS

| | DSN NUMBER | COMMERCIAL NUMBER |
|-------------------|------------|-------------------|
| Chiemsee, Germany | | 0130-0817065 |
| Garmisch, Germany | 440-2575 | 49-882-17-9081 |
| Camp Darby, Italy | 633-7225 | 39-5054-7225 |

THE UNITED SERVICE ORGANIZATIONS (USO)

USO TELEPHONE NUMBERS

| | |
|--|--|
| USO DUBAI (United Arab Emirates) | USO KAISERSLAUTERN (Germany) |
| Phone: 00971-4494488 | DSN: 489-6033 |
| Fax: 00971-4493735 | Phone: 0049-631351720 |
| Phone: 00973-724089 | Fax: 0049-63152478 |
| Fax: 00973-724889 | E-mail: services-org-@metronet.de |
| USO HANAU (Germany) | USO KEFLAVIK (Iceland) |
| DSN: 322-8725 | Phone: 00354-4256113 |
| Phone: 0049-6181-56119 | Fax: 00354-4256124 |
| Fax: 0049-6181-55775 | E-mail: usokef@ok.is |
| USO ISRAEL | USO NAPLES (Italy) |
| Phone: 00972-48382057 | DSN: 625-4664 |
| Mobile 00972-50289766 | Phone: 0039-81-7244664 |
| Fax: 00972-48372202 | Fax: 0039-81-7243224 |
| E-mail: usohaifa@netvision.net.il | E-mail: gazam@na.cybernet.it |

USO PARIS (France)

Phone: 0033-1-40709968

Fax: 0033-1-40709953

E-mail: usoparis2@compuserve.com

USO RHEIN MAIN AREA (Germany)

DSN: 337-5591

Phone: 0049-611-721010

Fax: 0049-611-723371

E-mail: usorheinmain@hotmail.com

USA RHEIN-NECKAR REGION
(Germany)

MANNHEIM

DSN: 385-3195

Phone: 0049-621-730-3195

Fax: 0049-621-735513

E-mail:

usohatfield@email.mannheim.army.mil

WORMS

Phone: 0049-6241-955548

USO STUTTGART (GERMANY)

STUTTGART

DSN: 430-5559

Phone: 0049-711-6805559

Fax: 0049-711-6877487

E-mail: uso@email.moehringen.army.mil

Augsburg

DSN: 435-6241

Phone: 0049-821-5406241

Schweinfurt

DSN: 354-6711

Phone: 0049-9721-966711

USO TASZAR (Hungary)

DSN: 760-2327 or 760-2328

Phone: 0036-82-426453

Fax: 0036-82-426453

E-mail: tasdiruso@fwd.aur.army.mil

USO ROME (Italy)

Phone: 0039-6-6896202

Fax: 0039-6-6871372

E-mail: uso.rome@uni.net

IMPORTANT TELEPHONE NUMBERS

| SERVICES | LOCATION | TELEPHONE NUMBER |
|--|----------------------------|-------------------------|
| AAFES | Chievres Air Base | 068/455804 |
| 068/455804 | Chievres Air Base | 068/275340 |
| Ambroise Pare Hospital | Mons | 065/392111 |
| American Red Cross | Bldg. 318, SHAPE | 065/444008 |
| Andrews Federal Credit Union | Chievres Air Base | 068/656680 |
| Army Community Service (ACS) | Building 318, SHAPE | 065/445324 |
| ACS Satellite Center | Hotel Maisieres | 065/326252 |
| Centralized Furnishing Management Office | Bldg 24, Chievres AB | 068/275477 |
| Commissary | Chievres Air Base | 068/75344 |
| Community Counseling Center | Bldg 342, SHAPE | 065/3810 |
| Education center | Bldg 212, SHAPE | 065/443466 |
| Elementary School | Bldg 703/703A & 715, SHAPE | 065/445718 |
| Health Care Facility | Bldg 401, SHAPE | 065/445841 |
| Central Appointments | | 065/4458212 |
| Dental Clinic | | 065/445806 |
| Immunizations | | 065/445848 |
| Patient Liaison Coordinator | | 065/445900 |
| Pharmacy | | 065/445808 |
| TRICARE | | 065/445868 |
| High School | Bldg 706, SHAPE | 065/444130 |
| Hotel Maisieres | Chaussée de Bruxelles | 065/739399 |
| Household Goods (inbound) | Bldg 220, SHAPE | 065/444063 |
| Housing | Bldg 210, SHAPE | 065/444681 |
| Housing Chievres | Bldg 208, SHAPE | 068/275138 or 5104 |
| ID Cards (US) | Chievres Air Base | 065/445343 |
| Kennels | Chievres Air Base | 068/275436 |
| Legal Assistance | Bldg 318, SHAPE | 065/444910 |
| Passports | Bldg 208, SHAPE | 065/445343 |
| Post Office (US) | Bldg 319, SHAPE | 065/445164 |
| School Bus Transport | Bldg 710, SHAPE | 065/444013 |
| Security Police Desk | Bldg 100, SHAPE | 065/443333 |
| Transportation | Bldg 220, SHAPE | 065/444514 |
| Vehicle Registration | Bldg 210, SHAPE | 065/445462 |
| Veterinary Services | Bldg 10, Daumerie Caserne | 068/275435 |

DSN PREFIXES: SHAPE 423-XXXX

Chievres 361-XXXX

SOME FRENCH

ROAD SIGNS

| | |
|-------------------------------------|----------------------------|
| Accotements non stabilisés | Soft shoulders |
| Allumez vos phares | Turn on lights |
| Attention | Caution |
| Autres directions | Other routes |
| Brouillard fréquent | Frequent fog |
| Chaussée ou route déformée/dégradée | Bad road surface |
| Danger | Danger |
| Déviation | Detour |
| Files | Stay in lane |
| Ornières | Ruts/Pot holes |
| Passage difficile | Obstruction ahead |
| Péage | Toll |
| Ralentir | Slow |
| Rappel | Reminder |
| Route glissante | Slippery road |
| Route secondaire | Secondary road |
| Sens unique | One-way street |
| Sortie | Exit |
| Sortie de secours | Emergency exit |
| Toutes directions | All directions |
| Travaux en cours à 800 m | Road work 800 meters ahead |
| Verglas | Black ice |

RESTAURANT TERMS

| | |
|-------------------|-----------------------------|
| The bill please | L'addition, s'il vous plait |
| Receipt\ | Le reçu |
| Take out / to go | A emporter |
| Paying together | Payer tout ensemble |
| Paying separately | Payer séparément |
| Keep the change | Gardez la monnaie |

TRAIN TERMS

| | |
|------------------|------------------------|
| Departure to | Départ vers |
| Arrival from | Arrivée de |
| During the week | En semaine |
| Every hour at... | Toutes les heures à... |
| Holidays | Jours fériés |
| IC | Intercity train |
| IR | Interregion train |

| | |
|--|---|
| Monday through Friday during school days | Du lundi au vendredi en période Scolaire |
| Monday through Friday during school vacation | Du lundi au vendredi en vacances Scolaires |
| Saturday, Sunday and holidays | Samedi, dimanche et jours fériés |

SHOPPING HELP

| | |
|--------------------------|---------------------------|
| Antique Dealer | Antiquaire |
| Auto Repair Shop | Garage |
| Bakery (bread) | Boulangerie |
| Bakery (cakes, pastries) | Pâtisserie |
| Barber | Coiffeur pour hommes |
| Beauty Parlor | Salon de beauté |
| Boarding Kennel | Pension pour animaux |
| Bookstore | Librairie |
| Butcher Shop | Boucherie |
| Clock Shop | Horlogerie |
| Clothes | Vêtements |
| Credit Cards | Cartes de crédit |
| Department Store | Grand magasin |
| Electrical Goods | Appareils électroménagers |
| Florist | Fleuriste |
| Flowers | Fleurs |
| Furniture | Meubles |
| Grocery | Epicerie |
| Hairdresser | Coiffeur |
| Jeweler | Bijoutier/Joaillier |
| Key | Clef |

| | |
|--|--|
| Lace Launderette Leather goods Locksmith Newspaper Optician Pharmacy Prescription Shoe Repair Shoes Stationers Store/Shop Veterinarian | Dentelle Lavoir Maroquinerie Serrurier Journal Opticien Pharmacie Ordonnance Cordonnier Chaussures Papeterie Magasin Vétérinaire |
|--|--|

BANKING TERMS

| | |
|--|---|
| Deposit account Post office account Standing order Eurocheque card Savings Transfer | Carnet de dépôt Compte chèque postal Ordre permanent Carte Eurochèque Epargne Virement |
|--|---|

BASIC FRENCH EXPRESSIONS

| | |
|-------------------------|--------------------------|
| Good morning, afternoon | Bonjour |
| Good evening | Bonsoir |
| Good night | Bonne nuit |
| Good bye | Au revoir |
| See you later | A tout à l'heure |
| | |
| Please | S'il vous plait |
| Thank you | Merci |
| Excuse me | Pardon |
| | |
| How are you? | Comment allez-vous? |
| Very well, thank you | Très bien, merci |
| | |
| Do you speak English? | Parlez-vous anglais? |
| I don't speak French | Je ne parle pas français |
| Where is the bathroom? | Où sont les toilettes? |
| | |
| I would like | Je voudrais |
| Hot chocolate | Un chocolat chaud |
| Coffee | Un café |
| Water without fizz | De l'eau non-gazeuse |

DAYS OF THE WEEK

| | |
|-----------|----------|
| Monday | Lundi |
| Tuesday | Mardi |
| Wednesday | Mercredi |
| Thursday | Jeudi |
| Friday | Vendredi |
| Saturday | Samedi |
| Sunday | Dimanche |

NUMBERS

| | |
|-----------|----------|
| One | Un |
| Two | Deux |
| Three | Trois |
| Four | Quatre |
| Five | Cinq |
| Six | Six |
| Seven | Sept |
| Eight | Huit |
| Nine | Neuf |
| Ten | Dix |
| Eleven | Onze |
| Twelve | Douze |
| Thirteen | Treize |
| Fourteen | Quatorze |
| Fifteen | Quinze |
| Sixteen | Seize |
| Seventeen | Dix-sept |
| Eighteen | Dix-huit |
| Nineteen | Dix-neuf |
| Twenty | Vingt |

BELGIAN HOLIDAYS (2003)

| | |
|------------------|-------------|
| New Year's Day | 01 January |
| Good Friday | 18 April |
| Easter Monday | 21 April |
| Labor Day | 01 May |
| Ascension Day | 29 May |
| Whitmonday | 09 June |
| Independence Day | 21 July |
| Assumption Day | 15 Aug |
| All Saints Day | 01 November |
| Remembrance Day | 11 November |
| Christmas Day | 25 December |
| Boxing Day | 26 December |